



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Deputy Minister

Sous-ministre

Ottawa K1A 1L1

F-1185535

MEMORANDUM TO THE MINISTER

INDUSTRY ENGAGEMENT FOR THE PROCUREMENT OF AN ENTERPRISE BIOMETRIC TECHNOLOGY SOLUTION

FOR INFORMATION

SUMMARY

- The purpose of this memorandum is to provide you with information on the launch of a Request for Information (RFI) for enterprise technology solutions and service delivery options related to the collection of biometrics in July 2021.
- The Department intends on using the results of this RFI to inform a future competitive procurement process to purchase a new biometric solution.

BACKGROUND:

- The Canadian Immigration Biometric Identification System (CIBIDS) facilitates the technology component of the collection of biographic information, biometric fingerprints and facial photographs in support of program delivery, and integrity and risk management for Immigration, Refugees and Citizenship Canada (IRCC).
- The current CIBIDS information technology (IT) solution was developed over 10 years ago and some of the original components have become obsolete. Given enhancements to biometric capabilities in recent years, IRCC is proposing to replace the aging IT solution through a competitive procurement process.
- In late 2020, IRCC launched an RFI process related to the outsourcing of the management of visa application centres (VACs), located in more than 100 countries worldwide. That RFI explored, amongst other things, the feasibility of VAC service providers supplying their own biometric collection solution, as part of the services offered to Canada.
- Based on results of the 2020 RFI, the Department determined that additional industry input would be required. It also decided that the CIBIDS technology-specific industry engagement should be separated from industry engagement related to other services required of VAC service providers.

CURRENT STATUS:

- IRCC is preparing to launch an RFI to seek industry feedback on IT-specific biometric services and solutions available in the market. The Department intends on using the results of the RFI to inform a future competitive procurement process to purchase a new biometric solution.
- A Letter of Interest (LOI) notifying vendors and solution integrators about the potential procurement of a new CIBIDS solution is scheduled to be posted on Buyandsell.gc.ca on July 6, 2021. IRCC has prepared an announcement for Public Services and Procurement Canada (PSPC) to send to selected biometrics professional organizations as well as publications to create broad awareness of the potential procurement across the global biometrics community.
- On July 20, 2021, PSPC will send an RFI document to registered parties, with a closing date of August 31, 2021. The RFI will include questions related to industry and seek information related to enterprise biometric technology solutions and service delivery options.

COMMUNICATIONS IMPLICATIONS:

- While there has not been significant media attention on the biometrics requirement or contract since the Biometrics Expansion project was completed, the LOI may generate some interest due to one media outlet's recent interest in VAC contracts. An analysis of social media inquiries shows that clients are most interested in how any operational changes related to biometrics may affect the processing of their application, and to date, they have not raised questions or concerns around the privacy of their personal information.

NEXT STEPS:

- The LOI will be posted on July 6, 2021, followed by the launch of the RFI on July 20, 2021 with a closing date of August 31, 2021.
- Analysis of vendor responses and additional engagement with vendors, as required, would then follow between September 1, 2021 and December 17, 2021.
- A report summarizing RFI responses, descriptions of innovations, potential solutions and service delivery options, as well as recommendations for the CIBIDS Next Generation solution(s) will be completed by January 31, 2022.
- IRCC will pursue a separate series of RFI processes (one launching in October 2021 and another in June 2022) to engage industry on other VAC-related service requirements.

DMA e-approved July 5, 2021

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